



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Everycare (Cardiff) Ltd

Cardiff

Type of Inspection – Focused

Date(s) of inspection – Thursday, 25 August 2016

Date of publication – Friday, 21 October 2016

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Summary

About the service

Everycare (Cardiff) Limited is registered with Care and Social Services Inspectorate Wales (CSSIW) to provide domiciliary care services to people living in their own homes and in all registration categories.

The company has a nominated individual to represent the company and the current manager, Toby Stockton has submitted an application to CSSIW to act as Registered Manager.

What type of inspection was carried out?

We (CSSIW) carried out a focused inspection as part of our annual programme of inspections. We visited the service on the 25th August 2016 and undertook a telephone discussion with service users or their representatives on the 10th September 2016. We considered the quality of life and the experience of people using the service.

To inform our report we considered the following:

- information already held by CSSIW
- a discussion with several people using the service or their representatives
- an examination of three care files
- a discussion with the manager, care co-ordinator and business manager
- quality assurance questionnaires completed by service users or their representatives.

What does the service do well?

The service uses an electronic system which allows them to allocate calls and monitor data in a more efficient manner to allow carers to be prompt and allow the service to see 'live' data.

What has improved since the last inspection?

The Statement of Purpose and medication administration policy have been updated. Staff have also been provided with a medication administration training update in line with the change of policy.

What needs to be done to improve the service?

No non-compliance notices were issued and we did not identify any areas for improvement.

Quality Of Life

People can be confident they will be involved in developing their service delivery plan and as a result, have choice and influence in how they are cared for. This is because the care co-ordinator, after undertaking a needs assessment with the individual, discusses with them how they wish to be cared for. We saw, in an examination of care files, completed needs assessments and evidence of choice being provided in the service delivery plan. When we spoke with service users they all confirmed that they were involved in developing the plans. Also in the care files we saw person centred comments noted in the delivery plans such as '*she likes to be called (name).....*' and '*use a shop of her choice*'.

People can be assured that the care staff supporting individuals have an up to date knowledge of the care needs and delivery plans of those they are caring for. This is because the service delivery plans are regularly reviewed and needs assessments are updated. We noted in care files that plans had all been recently reviewed. We spoke with service users who were very impressed with the understanding the carers had of their needs. They all commented that the carers knew how to support them and were knowledgeable of their needs.

The physical well-being of people using the service is maintained because the service involves where appropriate, relevant health professionals and agencies. Service delivery plans include details of the involvement of health professionals including general practitioners, district nurses and speech therapists. We noted one care file had a mental health treatment plan; another had a multi-disciplinary review which involved a number of health professionals and information relating to the physical well-being of the individual. This information was included in the relevant service delivery plan.

People can be confident that they will receive a reliable service and their carers will be prompt and diligent in the care they give. This is because the service uses an electronic rota system which allows the provider to know when the carer has arrived and delivered care. The system, we were informed, allows the service to develop a rota that is effective in delivering a prompt service.

When we spoke with people using the service they informed us that carers were generally on time and the office would inform them if they were going to be late. People also informed us that they consistently received care from the same carers. We were advised by the agency's care coordinator that staff turnover was low which assists in providing consistency of care.

Quality Of Staffing

The focus of this inspection considered the quality of life theme and the experience of people using the service so we did not consider it necessary to look at the quality of staffing in any detail on this occasion. This theme will be considered in future inspections.

However, we did note in an examination of two personnel files and training information that staff were receiving appropriate medication training in line with the updated policy.

Quality Of Leadership and Management

The focus of this inspection considered the quality of life theme and the experience of people using the service so we did not consider it necessary to look at the quality of leadership and management in any detail on this occasion. This theme will be considered in future inspections.

However, we did note in an examination of the Statement of Purpose that it had been updated to include information that the service provides medication administration. The medication policy was also considered to evidence the response to the previous inspection reports recommendations.

Quality Of The Environment

This is not considered in domiciliary care inspections.

How we inspect and report on services

We conduct two types of inspection; baseline and focused. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focused inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focused inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.